



Information and Referral (I&R) Challenges and Best Practices

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*Building healthy
communities*

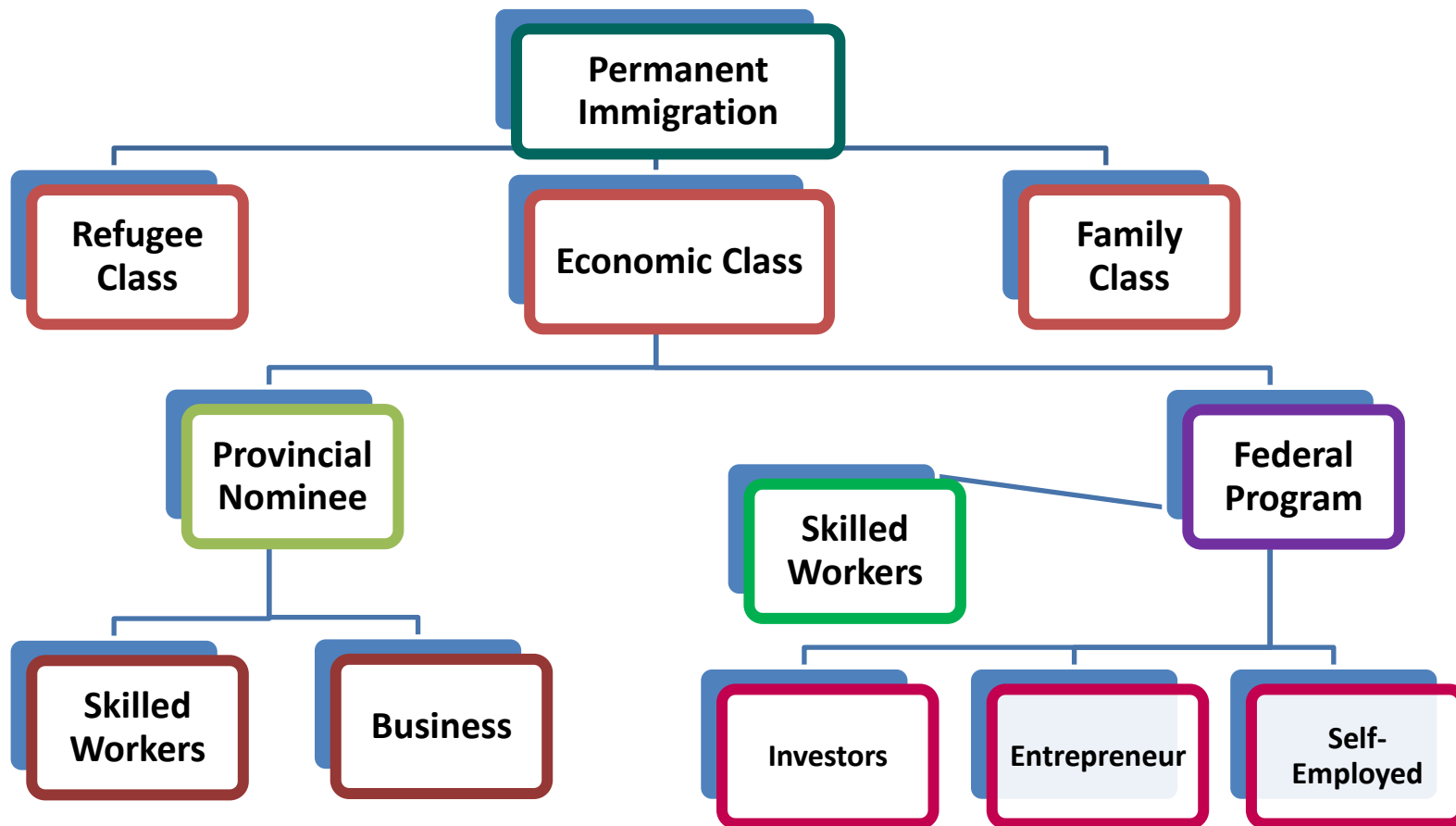
Agenda

1. Status of a Newcomer
 - i. Permanent
 - ii. Temporary
2. Information and Referral (I&R) Process
3. Challenges:
 - Resources Available
 - Cultural Sensitivity/Social Support
4. Partnership Best Practices



Status of a Newcomer

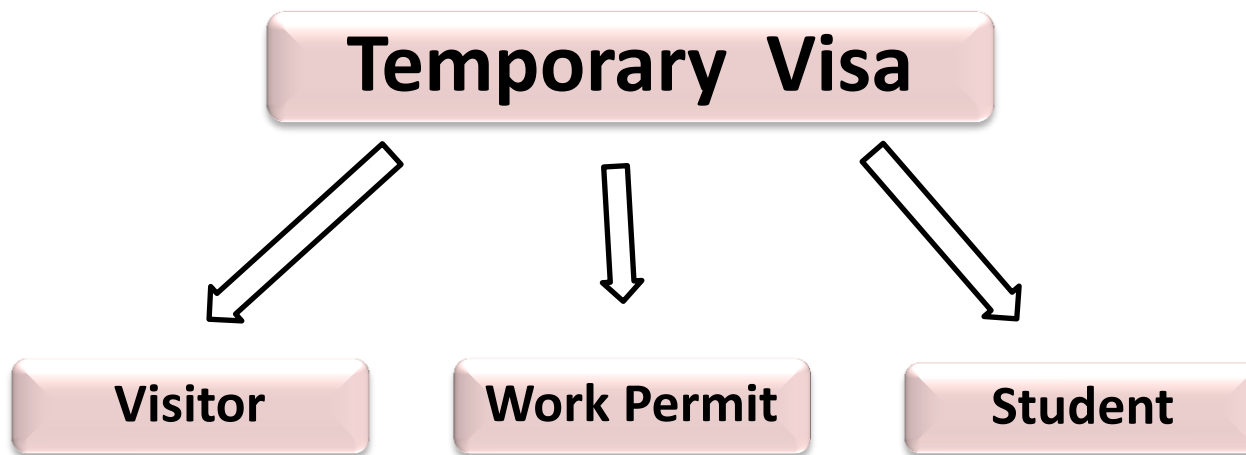
Permanent Immigration Class




Source: Citizenship and Immigration Canada



Status of a Newcomer



- 
- Work permit required
 - Work permit required; HRDC not required
 - Work permit and HRDC required

- The Canadian Experience Class is an immigration category for Canada's temporary foreign workers and international graduates who wish to become Permanent Residents



Importance of I & R Process

Understanding of the client's profile

Who is your client?

- Age
- Status
- Cultural background
- Education
- Work experience
- Skills
- Ability
- Family
- Financial situation
- Emotional well-being



Importance of I & R Process

Needs Assessment

- Consider needs in the areas of:
 - Settlement
 - Health
 - Education
 - Legal
 - Housing
 - Employment
- Consider short and long term goals



Importance of I & R Process

- Services
- Accessibility
- Sensitivity
- Language
- People with special needs
- Age
- Cultural sensitivity
- Working and school environment for parents and children
- Weather
- Connection with community, holidays, food, and much more...



Partnership Best Practices

- Sharing experiences
- Attending seminars, self-education, sharing practices
- Knowing the services in the area
- Guest speakers
- Creating one's own tools and using existing ones



Challenges and Recommendations

Challenges

- Limited/lack of staff training
- Lack of capacity and resources
- Lack of thorough understanding of newcomer issues

Recommendations

- Attend professional development courses, including workshops, community events, conferences, etc.
- Use on-line resources to stay informed (exs. CIC newsletter, Settlement.org)
- Create own resources
- Self-educate through research
- Self-train through participation in credible educational institutions

